



Advanced Skills on Interviewing, Risk and Negotiation

COURSE DESCRIPTION

This two-day course focuses on ways to use communication to gather detailed information from the customer, analyze the information, and expedite the outcomes desired by the customer. Participants will understand how to focus a message and incorporate means to gain information using effective communication skills. This course will recommend ways of building stronger communication skills and provide insight to different communication styles. Participants will learn how to examine and measure objectives within cost, schedule, and cultural issues. Risk for this program is examined as defining the probability of the project. This course also examines risk identification, risk communication, and risk planning. In addition, this course examines the strategies of successful negotiation throughout the project's life cycle. Attendees will learn the value of successful negotiation, the negotiation process, and different negotiation models. This course will include examples of negotiation over scope, deadlines, change, and getting the best price from your vendor. This course will follow the Project Management Institute's nine knowledge areas of *PMBOK® Guide*. Students will use discussion, cases, and group activities to facilitate the course.

OBJECTIVES

Interviewing Module:

- Develop ways to increase understanding
- Break down what communication should be communicated upline
- Identify questions to ask if miscommunication is common
- Understand techniques for disagreeing and caution signs that a disagreement is turning into a conflict
- Determine which follow up questions will detail the expressed wishes of the customer
- Analyze the interview data and determine true requirements of the customer
- Brainstorm how to set project objectives that are measureable and realistic

Risk Module:

- Learn how to conduct Risk analysis
- Understand risk ranking, performance, system and process risk
- Understand how to evaluate and manage risk plans
- Define the six major processes of risk management
- Detail the process of risk management planning, identification, qualitative and quantitative risk analysis

Negotiation Module:

- Detail the negotiation process, examine negotiation strategies
- Learn preparation techniques for negotiation and how to lead the process
- Learn how to deal with the other party's negative tactics
- Identify communication skills needed for successful negotiation
- Learn negotiating to resolve conflict

Class Dates /Cost /Location

<u>CLASS DATES</u>	<u>PDU's</u>	<u>COST</u>	<u>TIME</u>	<u>LOCATION</u>
September 13 - 14, 2010	15	\$190 per participant*	8:00 a.m. – 5:00 p.m.	Topeka

*2.5% administrative fee included

Course Registration

- The registration form may be found at: <http://www.da.ks.gov/kito/PMMSchedule.htm>. The form may be completed online and emailed to KITO@da.ks.gov.

Cancellation Policy

Cancellations up to twenty (20) business days prior to the class date – 100% refund
Cancellations less than twenty (20) business days – no refund

PM Information can be found at: <http://da.ks.gov/kito>